## OBSERVATION REPORT #19

**KPMG Consulting observed several instances of orders submitted via EDI that did not flow through in accordance with Verizon documentation.[1]**

## Issue

KPMG Consulting compared the expected flow through level of orders with reports provided by Verizon that show the actual flow through level of those same orders. The following table lists a sample of PONs for orders that KPMG Consulting expected to flow through at level 5 but did not according to Verizon's flow through indicators.

| Issue | PON | VER | Order Sent | Order Confirmed | Scenario |
|---|---|---|---|---|---|
| 1 | 017071NN0X000002 | AA | 09/21/00 11:55 | 09/21/00 14:41 | UNE-P disconnect |
| 2 | 079011NN0X000005 | AA | 09/25/00 14:02 | 09/26/00 11:10 | Migrate from Resale to UNE-L without number portability. Submit DL |
| 3 | 001041NN0X000003 | AA | 09/25/00 18:59 | 09/25/00 19:00 | Migrate "as is" from Retail to Resale |
| 4 | 016091NN0X000001 | AA | 09/18/00 14:36 | 09/19/00 13:56 | UNE-P suspend |

The following table lists a sample of PONs for orders that KPMG Consulting did not expect to flow through at level 5 but did according to Verizon's flow through indicators.

| Issue | PON | VER | Order Sent | Order Confirmed | Scenario |
|---|---|---|---|---|---|
| 5 | 069021NN0X000006 | AA | 9/29/00 10:50 | 9/29/00 10:51 | Migrate auxiliary lines from Retail to UNE-L without number portability. Submit DL |
| 6 | 069021NN0X000007 | AA | 9/29/00 10:51 | 9/29/00 10:52 | Migrate auxiliary lines from Retail to UNE-L without number portability. Submit DL |

## Assessment

Inaccurate or incomplete flow through processing or flow through documentation may impede a CLEC's ability to anticipate the confirmation of service orders.

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[1] Documents include: *Flow Through Ordering Scenarios Document* (August 17, 2000), *Resale USOC In-Scope Document* (June 17, 2000), and *Platform USOC In-Scope Document* (July 18, 2000)